

Commissioning intentions Merton and Wandsworth LDU Patient and public engagement July- November 2018

1. Background

As part of the annual commissioning cycle we review our plans and develop what is known as commissioning intentions for the following year. These intentions are essentially the Clinical Commissioning Group's plans and priorities for the following year and consider national NHS planning guidance (national priorities and national targets that need to be delivered locally by CCGs), local priorities (to meet the needs of the local population) and shared plans that are being developed across a wider area (such as through the South West London Health and Care Partnership).

As part of our planning, every year we seek the views of local people, partners and key stakeholders on our priorities. The aim is to ensure local people and key stakeholders are aware of our proposed plans and that they have an opportunity to provide feedback, particularly in relation to whether the plans we have set out are supported and whether there are any areas or issues they feel have not been addressed through our draft plans.

2. Methodology

Between July and October 2018, commissioners and members of the patient and public involvement team met with voluntary and community groups to seek their views on our commissioning intentions.

We worked with groups and organisations that reflected, where possible, the diversity of the local community and the protected characteristics set out within the Equalities Act (2010).

Through the south west London Grassroots outreach engagement programme, we partnered with Healthwatch organisations in both boroughs to reach into priority groups who would not usually be reached by usual methods of engagement (large scale events/focus groups).

Sessions ranged from formal forum meetings to community fun days. We tailored our approach to different communities across Merton and Wandsworth examples of this include using easy read questions to reach those with learning disabilities and for work with young people.

We used the following simple questions to illicit feedback:

- What is working well with local services?
- What needs to be improved?

A full list of meetings attended can be found at Appendix 1.

3. Summary of key themes

Through our engagement process we heard from more than 200 people.

The summary below represents the overarching themes across feedback received from Merton and Wandsworth LDU and highlights areas for improvement. It was recognised that many services were performing well and patients reported good experiences of many services.

When reviewing feedback received, we have considered how this will map onto the strategic priorities of the South West London Health and Care Partnership (Start Well, Live Well and Age Well). This is indicated in the table below.

Themes specific to the two boroughs can be found in sections 3.2 and 3.4.

3.1 Overarching themes across Merton and Wandsworth

Theme	Feedback	Does it relate to...		
		Start well	Live well	Age well
Acute care	<ul style="list-style-type: none"> There is often a long wait to access 111, however it is good for triaging mental health patients in crisis. Accident & Emergency waiting times remain a concern, however, there is not adequate information available about alternative service provision. 	✓	✓	✓
Carers	<ul style="list-style-type: none"> Increased support for carers is needed and improved quality information - both about support for carers and information given by GPs. There is a need for a carers support network. 		✓	✓
Children and young people	<ul style="list-style-type: none"> Services and information provided by children's centres are helpful and supports health and wellbeing. 	✓		
Community services	<ul style="list-style-type: none"> Community services are variable. Staff in some services are very helpful and personable, but there are challenges with waiting times for appointments and access to equipment. 		✓	✓
Estates	<ul style="list-style-type: none"> Some NHS services / offices are not very Disability Discrimination Act compliant. 	✓	✓	✓
Integration	<ul style="list-style-type: none"> There was support for closer collaboration and better integration of services across health and social care to ensure care is patient-centred. 	✓	✓	✓
Patient information	<ul style="list-style-type: none"> We need to consider what kind of materials are produced (including prioritising which languages / translations are most needed languages and ensuring the materials are disability friendly and easy read) and careful consideration of how information is explained to patients. GPs need to play a more active role in providing education and/or signposting to community support through social prescribing. Hospital discharge reports are not always sent to families. Information about translation services is required in different formats and promoted further. 	✓	✓	✓
Access	<ul style="list-style-type: none"> The ability to book appointments with a GP needs to improve and more consistent information provided on the GP hubs. Patients communication needs are not always recorded on patient notes in hospitals. 		✓	✓
Planned care	<ul style="list-style-type: none"> Waiting times for outpatient appointments and the Choose and Book system could be improved. Patient transport (particularly around mental health services at St. Georges) require 		✓	✓

	improvement – on one occasion the transport took three hours.			
Primary care	<ul style="list-style-type: none"> • People are not always aware if they have care plans in place. • It is often difficult to book a double appointment – especially if you need one because you have a learning disability. • It is often unclear where to go to access the full range of primary care services. • Being able to book GP appointments online is important as well as being able to access services in a timely manner. • There is variability in the patient’s experiences across different GP practices. • Staff attitudes were felt to have a negative impact on patient experience – with reception staff being the gate keepers and GPs clock watching. • It would be very helpful for GPs to have an information pack about Dementia, to give to those living with the condition. • The availability of Health checks should be increased for all vulnerable groups. • A lack of clarity exists around primary care provision for homeless people and how homeless people can be supported to access healthcare. 	✓	✓	✓

3.2 Key themes specific to Merton

Theme	Feedback	Does it relate to...		
		Start well	Live well	Age well
Children and Young People	<ul style="list-style-type: none"> • Access to paediatric care requires improvement. 	✓		
Dementia	<ul style="list-style-type: none"> • Continuity of care is so important. Not being seen and known is very hard and this is not helped by constantly seeing different staff. • There are very limited services for early on-set Dementia. • Support received from providers such as Central London Community Health is excellent. 			✓
Estates	<ul style="list-style-type: none"> • How are we working with councils to review upcoming estates opportunities as solutions to some of our estate’s challenges? • A lot of NHS estate is in poor repair. 		✓	✓
Mental health	<ul style="list-style-type: none"> • The perception is that the service has improved for those transitioning into adulthood • Accessing the crisis phone line is challenging, often the phone is not picked up. • Mental health services feel more geared towards the physically well. • There are challenges with CAMHS services – children and young people often fall through the 	✓	✓	✓

	<p>net and there are issues with transitioning from children's to adults services</p> <ul style="list-style-type: none"> • Number of appointments with GPs with a mental health specialism / interest is minimal. 			
Older people	<ul style="list-style-type: none"> • Red bag in care homes is an excellent initiative but needs to be extended to those living in their own homes as well. 			✓
Patient Choice	<ul style="list-style-type: none"> • Often choose and book does not offer patients full options of where to go, limiting patient choice. 	✓	✓	✓
Primary care	<ul style="list-style-type: none"> • Merton Single Point of Access isn't working very well. • Calling patients – some patients are unable to hear and screens are not helpful to some partially sighted patients. 	✓	✓	✓
Planned care	<ul style="list-style-type: none"> • It is important to have education in place for people with long term conditions to cope and manage their conditions – for example Diabetes education in the Tamil community. • Phlebotomy services currently require patients to sometimes travel further to use the service. It was felt more community phlebotomy services are required. • In terms of physiotherapy there is no long-term plan for those with learning and physical difficulties – the service doesn't appear to be equipped with specialist staff. • Cultural responsiveness of services needs to improve particularly the diabetes service. 		✓	✓
Access	<ul style="list-style-type: none"> • More needs to be done to promote 111 and out of hours as many still not aware of the GP hubs. • More information on what pharmacies can provide for patients. • Physiotherapy – there are concerns regarding attitude towards wheelchair users and there is a lack of physical maintenance of adults with learning disability. 		✓	✓
Public health	<ul style="list-style-type: none"> • How drug and alcohol needs are being considered and planned needs to improve. • How are we exploring, with the council, initiatives such as green gyms? • Screening for heart disease and other long-term conditions needs to improve and target those at risk. 		✓	✓
Learning Disability	<ul style="list-style-type: none"> • Not everyone with a learning disability has had a Health Action Plan or an Annual Check. • Some medication comes in different colours/shapes which can get confusing – it would be better if all companies used the same shape/colour, or if GP/nurse could explain any changes. Weekly Blister packs for medication could be improved and tablets can fall out into another compartment. The packs are not collected regularly so can get confusing if some tablets are 		✓	✓

	<p>left after the end of the week and a couple of packs are in use.</p> <ul style="list-style-type: none"> • Often medical conditions are overlooked/ not given proper attention because everything is blamed on the learning disability, rather than a holistic view. • St Helier's would benefit from having a Learning Disability Liaison Nurse Service like St Georges. • Using Kings College Hospital for dental treatment is very inconvenient. There is no parking and the public transport links are not very good. 			
Workforce	<ul style="list-style-type: none"> • There is a shortage of Clinical Nurse Specialists in local area. 			

3.3 Key themes specific to Wandsworth

Theme	Feedback	Does it relate to...		
		Start well	Live well	Age well
Workforce	<ul style="list-style-type: none"> • More patience and friendliness needed. • Health records across 111, Emergency Department, Urgent Care, GP access to notes on preferred communication methods and adaptations needed. • More support for teenage people with Learning Disabilities to discuss health needs confidentially and independently of parents. • Variability in Carer knowledge. • GP practice and hospital staff awareness training is very much needed around preferred pronouns. • Increased clinical knowledge and awareness of gender related health problems. 	✓	✓	✓
Integrated Health and Social Care	<ul style="list-style-type: none"> • More support within Community Mental Health Services to improve transitions toward independence – housing, training and employment alongside Learning Disability specific support including talking / art therapies. 	✓	✓	
Primary Care	<ul style="list-style-type: none"> • Easier and faster access to GP appointments for people with Learning Disabilities and their carers. • Support for Young People and Learning-disabled population to understand, track and access healthy tips to manage common conditions including Asthma and eye care on mobile phone. 	✓	✓	✓
Urgent and Emergency Care	<ul style="list-style-type: none"> • Improve 111 service accessibility or provide an alternative for people with Learning Disabilities. Current 111 service currently can prohibit people (and often also their carers) from independently accessing advice and services. • Age appropriate positive distraction for teenagers with people with Learning Disabilities in hospitals. 	✓	✓	✓
Social isolation and carers	<ul style="list-style-type: none"> • Support and training for carers to better support people with Learning Disabilities using assistive technology. 	✓	✓	✓

	<ul style="list-style-type: none"> • Increase public understanding of Learning Disability eligibility for annual health checks. 			
Primary care	<ul style="list-style-type: none"> • Increase parity in availability and access to GP appointments especially for e.g. dermatology / mental health / self-care. (Somalian mothers) • Information in supermarkets to normalise smear tests and flu jabs. • Age appropriate positive distraction for children young people to ease wait time frustration. • Increased out-of-hours dental care. • Increased access to GP support; LGBTQI+ student summer holiday access to GP (Currently some students are de-registered by GP practices during time they access university services, so they are requested to re-register when back at home). • Early access to first appointment, clinical advice, supportive information and signposting for families needing help with 0-18 aged children and young people experiencing gender identity issues. 	✓	✓	✓
Adult mental health	<ul style="list-style-type: none"> • Ensure fair and timely access to therapy for people with Dual Diagnosis. • Single assessment eligibility criteria between Community Drug and Alcohol Services – Improving access to Psychological Therapies - Single Point of Access. • Springfield hospital gym should be for Occupational Therapy staff too. • Referral from GP to recovery college has turned my life around. 		✓	
Acute	<ul style="list-style-type: none"> • Referrals to exercise classes from GP after chemotherapy is 'best experience ever', tailored to suit you. But now run out of funding. Will this be restarted? • The staff and facilities are amazing at Guys Cancer Centre. 	✓		
Planned Care	<ul style="list-style-type: none"> • Provision of equipment for safe care at home (especially falls). 			✓
Patient Information	<ul style="list-style-type: none"> • More visual, compelling and easy-read support and booklets available for youth Learning Disability population. • Information on community midwife service needed. 	✓	✓	
Patient records and Information Technology	<ul style="list-style-type: none"> • Information Technology enabled to support appointment cancellation and rebooking. Text message updates are helpful for specialist appointments (especially for LGBTQI+ people). • Functionality is needed to update patient records for patients to retain their NHS number from birth centrally, once gender reassignment surgery, has taken place. (e.g. The complexity of changing gender and updating records needs to be improved. People 	✓	✓	✓

	are currently asked to go through the process of re-registering with the NHS).			
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4. How we will use this feedback

We are committed to meaningful engagement and making sure that the feedback we collect and receive is used to help shape our plans and priorities, how we commission local services and how we work.

We have shared the feedback in this report with individual commissioning teams who are responsible for commissioning services in each area.

We have updated our commissioning intentions and have provided a response to the main areas of feedback.

We will also be sharing this feedback report with those groups we spoke to, as well as sharing this information on our website – so that anyone who is interested can find out more.

Appendix 1 – full list of community meetings attended across Merton and Wandsworth

CCG	Meeting	Date
Merton	Merton centre for Independent Living	2 nd August
Merton	Dementia Hub	24 th August
Merton	BAME Voice	6 th September
Merton	Learning Disability Forum	7 th September
Merton	Joint Consultative Committee with Ethnic Minority Organisations	11 th September
Merton	Learning Disability Forum	11 th September
Wandsworth	Baked Bean Charity	17 th of September
Merton	Carers Support Merton	17 th September
Merton	Raynes Park (Library)	18 th September
Wandsworth	Generate Girls Club	19 th of September
Merton	Happy Day Club	20 th September
Merton	Polish family Association	21 st September
Wandsworth	Balham and Tooting Community Association (BATCA)	22 nd of September
Merton	Wimbledon (Wimbledon Arts Space)	27 th September
Merton	South Mitcham Community Centre	1 st October
Wandsworth	Proud Parents Group	1 st of October
Merton	Colliers Wood (Library)	4 th October

Merton	Morden (Council Chamber)	11 th October
Merton	Mitcham (Age UK Hall)	17 th October
Merton	Merton Seniors Forum	31 st October